

Contracts for Difference User Group Terms of Reference (TOR)

1. Purpose

The Contracts for Difference (CfD) User Group provides a collaborative forum for CfD participants and NESO representatives to exchange information, discuss upcoming changes, identify improvement opportunities, and gather feedback on CfD systems, processes, communications, and customer experience.

The User Group supports transparent engagement with industry stakeholders and helps drive continuous improvement across CfD services and digital platforms.

A dedicated CfD Applicant User Group will provide Applicants with a structured channel to:

- Share direct, evidence-based feedback on the application process
- Highlight technology-specific issues
- Explore challenges in complex application pathways
- Work with NESO to identify practical improvement opportunities

2. Objectives

The objectives of the CfD User Group are to:

- Provide updates on upcoming Contracts for Difference developments.
- Identify customer pain points and opportunities for service improvement.
- Increase transparency and awareness of future system developments.
- Encourage collaboration between NESO and Contract for Difference participants.
- Create a mechanism for customers to influence improvements through structured engagement.
- Improve Application pathways to better recognise the different routes for different technologies
- Identify recurring issues in complex or less standard pathways



- Capture both real-time and post-round feedback from Applicants
- Strengthen transparency and engagement with the market
- Feed clear, actionable improvements into future rounds

3. Scope

The User Group may discuss:

- Contract for Difference digital services and portals.
- Upcoming system releases and enhancements.
- Market participant guidance and communications.
- Customer feedback, lessons learned, and common queries.
- Industry-wide process improvements.
- Future engagement activities and workshops.
- Out of scope: The User Group is not a substitute for advice from the delivery team and should not be used to seek support on meeting eligibility criteria.

The User Group will not:

- Act as a decision-making body for policy or regulatory matters.
- Review commercially sensitive or participant-specific cases.
- Replace existing formal consultation processes.
- Discuss project Specific information

4. Membership

Chair

EMR Team Representative (NESO)

Secretariat

EMR Team Representative (NESO)

Members

- Contracts for Difference (CfD)



- EMR Operations Representatives
- Product Owners and Subject Matter Experts
- Customer Experience Representatives
- Other stakeholders invited by NESO as appropriate

Membership is voluntary and open to all Contract for Difference participants with an interest in improving the operation and customer experience of the Contract for Difference scheme.

5. Roles and Responsibilities

NESO Representatives

- Organise and facilitate meetings.
- Prepare agendas and supporting materials.
- Record actions and meeting outputs.
- Coordinate follow-up activities.

User Group Members

- Participate actively in discussions.
- Share feedback and industry perspectives.
- Raise opportunities for improvement.
- Support collaborative problem solving.

6. Governance and Reporting

The Contract for Difference User Group is an engagement forum and advisory body.

It will:

- Capture feedback and recommendations.
- Maintain an action log.
- Escalate significant issues through appropriate governance channels where required.



- Provide updates to relevant EMR leadership teams on themes and actions emerging from the User Group.

7. Meetings

Item	Arrangement
Frequency	TBC
Duration	60-90 Minutes
Format	Microsoft Teams (with occasional in-person sessions where appropriate)
Agenda	Issued at least one week prior to meeting
Minutes & Actions	Distributed within five working days following the meeting

8. Example Standing Agenda

1. Welcome and introductions
2. Review of previous actions
3. Contract for Difference programme updates
4. Upcoming releases and milestones
5. Customer feedback and insights
6. User spotlight / industry presentation
7. Open discussion and questions
8. Summary of actions and next steps

9. Success Measures

The effectiveness of the User Group will be measured through:

- Attendance and participation levels.
- Number of improvement opportunities identified.
- Customer feedback on the value of sessions.



- Progress against agreed actions.
- Improvements in customer satisfaction and stakeholder engagement metrics.
- Breadth of participation across technologies
- Volume and quality of issues raised
- Clear categorisation and prioritisation of those issues
- Evidence of issues being progressed or addressed
- Feedback from Applicants on whether the group is valuable
- Higher Customer Trust/maturity rating

10. Review of Terms of Reference

These Terms of Reference will be reviewed annually to ensure they remain relevant and continue to support the objectives of the Contract for Difference user group.

